



Brochure

## Intervoice Voice Portal

The next step in delivering a unique and personalized experience

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## Overview

One of the key business challenges facing many contact centers today is how to build a cost-effective, voice-automated solution that both reduces operational costs and improves the customer experience. Over time, the progression of IVR-based applications has led to more customer-centric solutions – providing highly intuitive, personal customer experiences. As a result, today's IVR systems are playing vital roles in elevating customer satisfaction, retention and overall business success.

Time doesn't stand still. And now more than ever, customers are demanding more out of their interactions – whether it is with a self-service or live agent experience. In order to stay competitive, organizations must take a closer look at how they deliver consistent, personalized, first-class service to their customers each and every time.

## Intervice Voice Portal – The Next Step in Delivering a Unique and Personalized Experience

Intervice Voice Portal (IVP), a foundational element of Intervice's Contact Portal suite of products, is a leading technology platform preferred by many Fortune 100 companies for the design, development, delivery and management of distinctive and innovative speech-enabled, self-service applications.

An award-winning solution, Intervice Voice Portal allows customers to accelerate application development and deployment by leveraging existing enterprise infrastructure with an extensible, standards-based development and runtime environment. Powerful management, integration and metering capabilities for speech-enabled and touch-tone, self-service solutions are also supported. These

capabilities allow enterprises to track the application performance and adapt the solution to meet market needs. Key Intervice Voice Portal capabilities include:

- Utilization of VoiceXML and Call Control XML (CCXML) standards to create best-in-breed applications
- Comprehensive management and reporting tools to ensure the dynamic, personalized caller experiences remain closely aligned with your business goals
- Suite of development tools enable development of value-added applications leveraging current business and web infrastructures
- Easy integration into current telephony and IT environments, providing a seamless path to deploying applications and for the reuse of data, interfaces and services
- Support for multiple communication modes, providing your customers with the information they need in a timely manner via the medium most convenient to them – voice, text message or email

### Delivering the Ultimate Self-Service Caller Experience

Organizations choose IVP because Intervoice is the only voice portal vendor that offers a leading technology platform plus unmatched services expertise. Our focus is to create a personalized, satisfying, secure and consistent caller experience by delivering a solution supporting anytime, anywhere access to a full spectrum of automated self-service capabilities, all while reducing operational costs.

The ability to truly understand customers' needs and preferences is essential in optimizing the use of speech self-service. Organizations must be able to quickly determine the nature of the customer's call and route those calls appropriately within the system. Common requests can now be easily automated in self-service mode to provide quick and easy answers, while more complex issues or premier customers can quickly route to a live agent. Ultimately, customers need to feel empowered to lead their self-

service interaction – the way they need it – personalized, convenient and consistent.

### Partnering With You to Take Customer Service to the Next Level

Intervoice is helping one of the largest cable providers achieve its business goals. The company is tapping into the power of speech technology on the IVP platform to deliver world-class customer service, increase automation, extend the company's brand and reduce costs.

With the deployment of speech applications, customers now can report signal loss or blackouts, purchase movies, access billing information, and upgrade or downgrade their program package. In addition, field service personnel will be able to set up outbound dialing to remind customers of appointments, rescheduled appointments, or check on status of work orders.

Focused on promoting and extending the company brand along with an

## Key Benefits

**Contact Center Managers:** For the first time, an organization's customers can enjoy the flexibility of choosing the most convenient channel and media (e.g., speech, text, video, touch-tone) for each step in a customer service interaction. With more options for how they conduct a self-service session, callers are less frustrated, get more done and are more likely to end the interaction with a positive impression.

IVP enables contact center managers to:

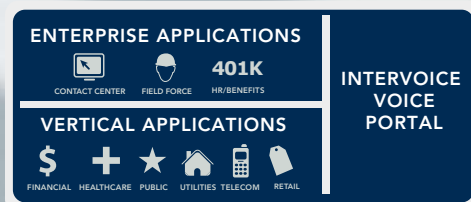
- Decrease inbound call center traffic through proactive outbound notification of customers via phone, text message or email
- Closely monitor application usage and caller behavior to quickly identify areas for application improvement and enhancement
- Allow callers to securely and comfortably do more on their own, decreasing "opt out" to live agent service
- Improve customer service and satisfaction, by using adaptive technologies to deliver responsive, personalized and conversational interactions



## Key Benefits

**IT Managers:** The open standards-based design of Intervice Voice Portal enables IT to deploy the technology within an organization's existing environment and to utilize existing development resources and skill sets.

- Intervice Voice Portal can be deployed on a single server or in a distributed configuration
- Server-side architecture enables the ability to quickly and consistently roll out new software upgrades in a single event
- IT can easily scale applications to keep pace with business growth
- Web-based management and reporting tools allow IT to monitor and troubleshoot application issues before they impact customer interactions
- Simplified deployments, through reuse of existing infrastructure, and easier integration with databases, web services and legacy systems
- Improved resource utilization, by eliminating development silos, access data and rules across a unified application infrastructure, and strong SOA support



improved customer experience, balanced with cost reduction, this customer is leveraging the power of the Intervice Voice Portal solution to impact the bottom line with savings upward of \$18 million per year.

### Guaranteed Success

After carefully evaluating many vendors, Litton Loan Servicing selected the Intervice Voice Portal platform for its ability to integrate speech for increased scalability and call efficiency, driving higher self-service automation, while reducing live agent interactions, and delivering a consistent high-touch experience for their customers.

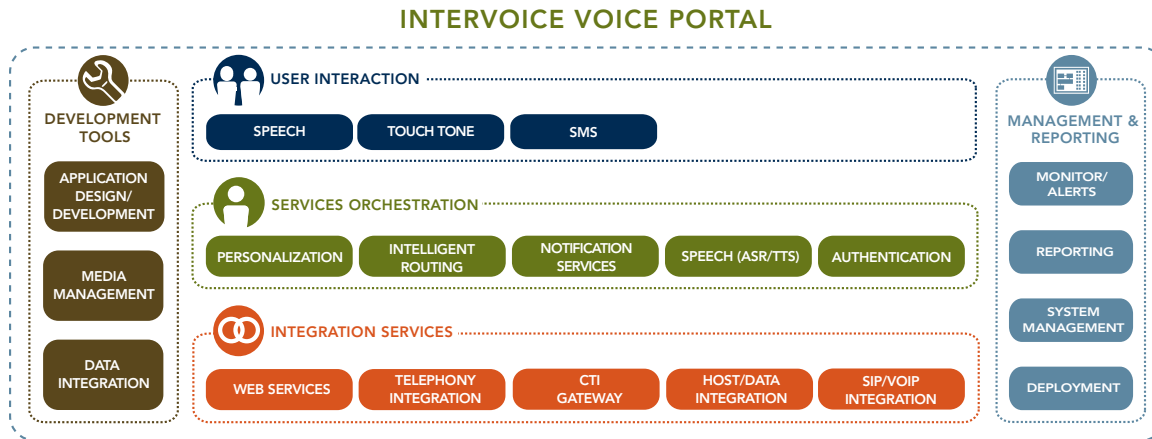
As part of this project, Intervice guaranteed the results and focused on developing a self-service experience that met or exceeded Litton's business metrics. Just 60 days after the completion of the project, Intervice proved its value by successfully automating 62.6% of valid calls without a transfer to an agent except in

instances where there are specific call routing requirements. This level of automation exceeded the 37% automation benchmark of the previous IVR solution.

Litton was able to personalize its standard self-service offering, giving customers a more meaningful interaction, reducing costs through more intelligent routing, and increased customer satisfaction through reducing hold times by 31%, meeting or exceeding their benchmark goals.

## Intervice Voice Portal for the Enterprise

IVP offers a robust set of application enrichment services enabling contact centers to deliver a more compelling self-service experience that reduces operational costs while improving caller satisfaction. For IT professionals, IVP can easily be deployed and managed in an organization's existing technology



environment, and can be developed into applications and integrated with other solutions using existing resources and skill sets.

Intervoice utilizes World Wide Web Consortium (W3C) and Internet Engineering Task Force (IETF) standards more thoroughly than any other voice portal vendor, including VXML, CCXML, web services and SCXML, which facilitates asynchronous and parallel handling of customer interactions. Intervoice’s extensive support for standards simplifies integration with other customer service solutions, existing business logic, backend applications and data repositories.

### Application Enrichment Services

IVP engages application enrichment services that provide a harmonizing feature set to enhance the caller’s self-service experience. The platform’s flexible and natural speech capabilities enable organizations to conduct more responsive and productive

conversations with each caller. Organizations can also leverage these adaptive capabilities to achieve multiple business objectives.

- Enable callers to choose the communication method that best accommodates their needs
- Allow callers to securely and comfortably do more on their own, decreasing “opt out” to live agent service
- Enable organizations to provide a more personalized experience with targeted products and services based on caller data

### Management and Reporting Tools

The IVP solution provides a vast array of on-demand management and reporting tools to meet both business and IT objectives. Real-time reporting enables operations to continuously monitor their self-service solution, thus

lowering the total cost of ownership (TCO) and easily integrate systemwide enhancements.

- Solution management overhead is dramatically reduced through real-time, on-demand reporting
- Call center managers can easily track key performance metrics and evaluate application efficiency
- Easily add system modifications and improvements based on usage data and caller experience

### Development Suite

IVP includes a powerful suite of application development tools that enable operations to leverage existing infrastructures, SOA and business logic to create dynamic, personalized applications. Developers can easily create, modify and test voice and touch-tone applications to produce optimum business results.

- Significantly reduce development efforts through code reuse and extensions



## Key Benefits

**Development Managers:** Intervoice Voice Portal's portfolio of developer tools meets an organization's needs across the solution lifecycle, lowering IT cost and effort by:

- Reducing development effort duplication through code reuse and extension
- Eliminating need for proprietary skill sets
- Simplifying reuse of existing business logic and integration with other customer service solutions, backend applications and data repositories
- Easing development of sophisticated applications that require intelligent call routing and CTI integration
- Ensuring consistency of the caller experience across channels



- Eliminate the need for proprietary skill sets
- Simplify management of storage and retrieval of self-service application media (e.g., audio prompt) for use across multiple applications

### Core Infrastructure Components

The IVP core infrastructure components provide foundational services for creating dynamic self-service applications, improving the customer experience and future-proofing the solution.

- Simplify reuse of existing business logic and integration with other customer service solutions, backend applications and data repositories
- Expedite development of sophisticated applications that require intelligent call routing and CTI integration
- Ensure consistency of the caller experience across multiple channels

## Customer-Focused Solution Delivery

While voice automation technology has enabled organizations to provide unprecedented levels of convenient, consistent and personalized services to customers at lower costs, voice and multimodal applications are rarely, if ever, deployed "out of the box." Today's growing enterprise operations want intelligent automation solutions to reflect their brand and address their callers' unique needs and service requirements. In order to achieve maximum ROI, it is critical that these solutions be designed and customized with creativity and care.

Therefore, when enterprises evaluate voice technology, they must also consider the ability to bridge the gap from platform purchase to effective voice and multimodal applications, and measurable ROI. Intervoice Global Consulting Services collaborates one on one with customers to achieve

solution success and surpass business objectives by providing a complete, integrated suite of solution services.

- Deep knowledge of caller needs and experiences
- Continual focus on clients' business objectives
- Process excellence and rigor throughout the development process

As voice technology continues to grow, Intervoice is a masterful leader in developing innovative ways to increase automation, and seamlessly integrate customer data into multimodal applications. Callers will find a unified experience across self-service and live agent transactions, voice, web and mobile devices, while organizations will enjoy new ways to increase revenue and realize better customer satisfaction than ever before.

Intervoice is the leading provider of personalized communications by delivering cutting-edge, highly differentiated and compelling voice

and multimodal applications that meet or exceed its customers' business objectives.

## The Intervoice Advantage

- **Visionary self-service applications:** Intervoice provides industry-leading speech solutions, and is first to market in delivering a platform for multimodal self-service applications. IVP is the only voice portal platform that enables simultaneous voice and visual data input and delivery on a telephone or mobile device in a single interaction, and is the only platform that facilitates multitasking, interruptions and resuming of user tasks.
- **Industry-leading standards implementation:** Intervoice utilizes Internet standards more thoroughly than any other voice portal vendor, including VXML, CCXML, web services and SCXML, which facilitates asynchronous and parallel handling of customer interactions. Intervoice's extensive support for Internet

standards simplifies integration with other customer service solutions, existing business logic, backend applications and data repositories.

- **Unparalleled global services support:** Intervoice Global Consulting Services offers self-service application design, development, and management expertise and experience that is unsurpassed in the industry. Intervoice Global Consulting Services' time-tested, proven methodology has been refined in collaboration with more than 5,000 customers. No other services partner matches Intervoice Global Services' thought leadership and deep technical knowledge on how to deliver a personalized, satisfying and consistent self-service experience across all channels.
- **Focus and independence:** Intervoice holds a unique position in the industry: its products and services are more complete than smaller niche players and more focused than larger multi-industry players. Over time, Intervoice has maintained its focus on

reducing the need for live agent assistance by increasing and improving automation. Unlike other voice portal products, IVP is vendor neutral when integrating with hardware for caller interfaces, CTI, ASR, PBX and switches, making it easier to deploy within an organization's existing customer service infrastructure.

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#### **About Intervoice**

Intervoice is a world leader in delivering natural, intuitive ways for people to interact, transact and communicate. Intervoice software and professional services enable innovative voice portal, IP contact center, hosted and mobile messaging and self-service applications. More than 5,000 customers in 80 countries have relied on Intervoice, including many of the world's leading financial and healthcare institutions, telecommunications companies, utilities, and governments. For more information, visit [www.intervoice.com](http://www.intervoice.com).

